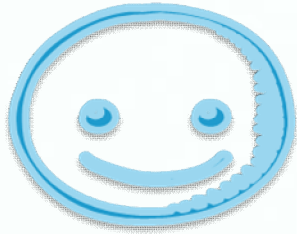


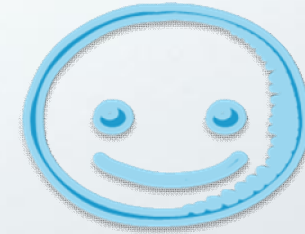
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# Random Moment Time Study



## Annual Training

Fiscal Year 2022



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## DID YOU KNOW?

The Michigan Department of Health and Human Services (MDHHS) currently employs more than 14,000 staff members!

- These staff members support services and programs that promote the health, safety, and self-sufficiency of Michigan residents. Funding for these programs and services come from many different state and federal sources.
- MDHHS must request funds to support staffing costs from the state and federal programs our staff support. Annually, these claims generate nearly \$900M in funding for field staff salaries and benefits.

## Time Tracking (And Why We Don't Use It)

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- + When staffing claims are submitted to a funding source, the administrator of the program will only reimburse MDHHS for the work our staff do in support of their program.
- + Because workers may deal with multiple programs, MDHHS must separately track the amount of effort our staff spend in support of each state and federal program.
- + Imagine the administrative burden it would be for all 14,000+ staff members to time track in 15-minute increments, all day, every day, to the federal and state programs they support?!
- + Since we do not want to ask field staff to time track, and we MUST accurately claim our federal dollars, we utilize the Random Moment Time Study (RMTS). Yay!



## What is the Random Moment Time Study?

- The Random Moment Time Study (RMTS) is a data collection method that is approved by the United States Department of Health and Human Services (USDHHS).
- MDHHS uses the RMTS to track the amount of effort our field staff spend supporting each state and federal program.
- This relieves staff of the burden of time tracking in 15-minute intervals.
- However, we must follow very strict guidelines to submit claims for staffing funds using the RMTS.

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# RMTS Guidelines

To qualify for funding, MDHHS must follow guidelines that determine:

- Who participates in the RMTS
- How often staff are trained
- How many samples are drawn each quarter
- How the samples are distributed to RMTS participants
- How we count the responses (& missed responses)
- How many responses must be received each quarter to validate the study

# Lingo

A "sample" is the random inquiry sent to a worker; it may also be referred to as a "moment", like a "moment in time". (It's like a mini survey)

Sample

Participant

Time Study

A "participant" is a worker that is part of the RMTS sampling system.

A "time study" is specific group of workers (FIS&ES, CS, AS, CPA); each worker group represents its own independent time study.

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# What is the most important thing to remember about the RMTS?

- It is tied to the FUNDING for staff salaries and fringe benefits.
- Inaccurate samples, and missed samples, jeopardize funding.
- Answer your samples promptly and use the supporting materials to ensure you answer correctly!



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# COMPLIANCE

Rules, rules, rules



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# Compliance

MDHHS must meet ALL guidelines for the RMTS every quarter. If the Department does not comply with all guidelines MDHHS may be required to return MILLIONS of dollars in federal funding claimed for positions allocated under that time study. This would have a direct impact on the number of field staff MDHHS can hire.

## Example:

MDHHS must have a minimum RMTS response rate of 85% to be considered statistically valid.

- X All missed samples, for any reason, count against our response rate
- X All samples answered incorrectly count against our response rate

Missed samples put MDHHS in jeopardy of falling below the minimum number of responses required to validate the study. This may result in a loss of the funding needed to support staff salaries and benefits.

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# Little-Known Facts

- Once a quarter begins MDHHS cannot change who is sampled and when they are sampled.
- Participants that are unavailable to respond may be sampled, even if we become aware that they are unavailable to respond.
- Missed samples, for any reason, count against MDHHS's response rate. Employees leaving employment, extended leaves and sick time, and job changes all result in missed samples and that decrease MDHHS's response rate.

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# Mandatory Participation

The following types of workers are MANDATORY participants of the RMTS for the length of their employment:

- Adult Services Workers
- Children's Services Workers
- Child Placing Agency Workers (who support MDHHS contracts)
- Family Independence Specialists
- Eligibility Specialists



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# Random Tidbits

- Samples are computer-generated and 100% random.
- More than 2,000 samples are generated per time study, per quarter.
- Within a time study, each RMTS participant has an equal probability of being chosen for every sample. Or no sample.
- Participants may be sampled multiple times in one day or they may not receive a single sample in a quarter – samples ARE NOT divided evenly among participants.
- We do not influence who is selected for a sample or when they are selected.
- You may be sampled on a pre-approved scheduled day off and you should respond to the sample accordingly when you return to work.

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## The RMTS Sampling Process

- Sample (or “moment”) notifications are sent to participants by e-mail from an address ending in “@pcgus.com”.
- The first notification includes a link, log-in information, and password. This information is needed to access the EasyRMTS™ system and complete the sample. (There are 4 follow-up reminder e-mails).
- Participants are guided through a series of questions to indicate what they were doing at the time and day they were sampled.
- Detailed instructions can be found in the EasyRMTS™ system by clicking the “activity descriptions” link located just below the link to the worker’s sample.
- Participants have **three business days** to response to a sample. The sample date and expiration date are listed on all notification e-mails.

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## Notification E-mail Series

- INITIAL E-MAIL: This is sent very close to the actual sample time. It is sent only to the worker.
- 4-HOUR REMINDER: Reminder e-mail is sent only to the worker.
- 24-HOUR REMINDER: Reminder is sent to the worker and their supervisor.
- 48-HOUR REMINDER: Reminder is sent to the worker and their supervisor.
- 70-HOUR REMINDER: Reminder is sent to the worker and their supervisor.

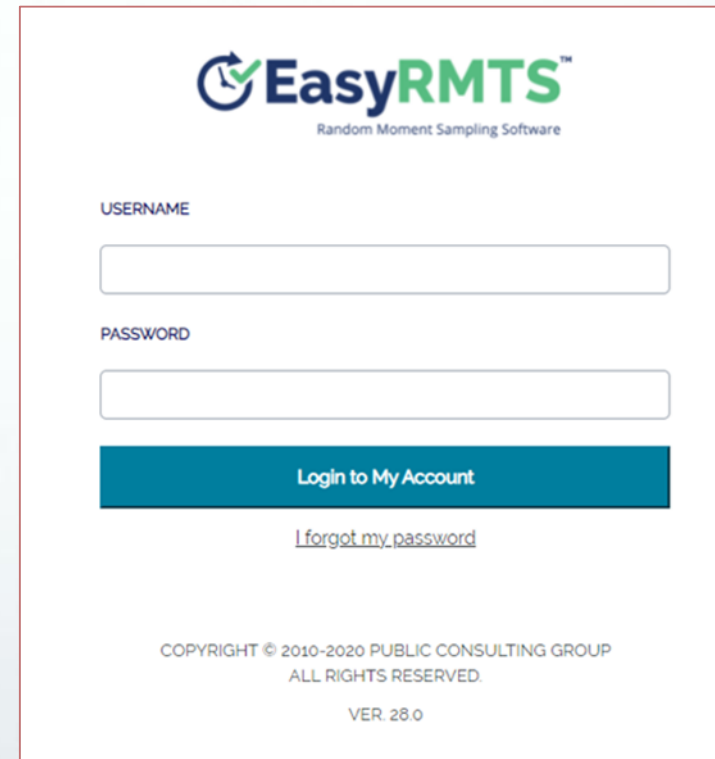
*Note: A daily report is available to all managers. The report lists all active samples (statewide), that workers need to respond to, each business day. Managers who wish to subscribe may email [MDHHS-RMTS@michigan.gov](mailto:MDHHS-RMTS@michigan.gov) and ask to be added to the "Active Samples Daily Report" distribution list.*



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## EasyRMTS™ Username and Password

- Beginning October 1, 2021 the EasyRMTS system will be updated.
- Each participant should receive an email about the transition, with log in information included.
- Participants will be required to set up a new account and select their own password.
- Please review the video on the next slide to learn how to set up your new account, if you haven't done so already.

A screenshot of the EasyRMTS login interface. At the top is the logo for EasyRMTS, which includes a green circular icon with a white checkmark and the text 'EasyRMTS™' in bold, with 'Random Moment Sampling Software' in smaller text below it. Below the logo are two input fields: the first is labeled 'USERNAME' and the second is labeled 'PASSWORD'. Below these fields is a blue button with the text 'Login to My Account'. Underneath the button is a link that says 'I forgot my password'. At the bottom of the page, there is copyright information: 'COPYRIGHT © 2010-2020 PUBLIC CONSULTING GROUP ALL RIGHTS RESERVED.' and 'VER. 28.0'.

**EasyRMTS™**  
Random Moment Sampling Software

USERNAME

PASSWORD

Login to My Account

[I forgot my password](#)

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# Setting Up Your Account on the New EasyRMTS™

## How to Set Up Your EasyRMTS™ Account



Solutions that Matter

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## Mail Filters

Public Consulting Group (PCG) is a company under contract with MDHHS to assist in the administration of the RMTS.

RMTS notifications will come from PCG's e-mail server. Participants should add PCG's e-mail addresses to their contact list, and make sure these addresses are not blocked, to ensure they receive their RMTS notifications.

- + Adult Services Workers  
[MIDHHSAdult@pcgus.com](mailto:MIDHHSAdult@pcgus.com)
- + Children's Services Workers  
[MIDHHSChild@pcgus.com](mailto:MIDHHSChild@pcgus.com)
- + Family Independence Specialists & Eligibility Specialists  
[MIDHHSFISES@pcgus.com](mailto:MIDHHSFISES@pcgus.com)
- + Child Placing Agency Workers  
[MIDHHS CPA@pcgus.com](mailto:MIDHHS CPA@pcgus.com)



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# Accuracy

- To ensure the accuracy of the quarterly RMTS results, 10% of samples are selected for a quality-control measure referred to as a “subsample”.
- When a sample is selected for a “subsample”, participants will be asked to describe what they were doing in their own words. (i.e. Mini essay question)
- The participant’s written response is compared to how they answered the survey questions.
- Samples answered incorrectly are invalidated and count against the Department’s response rate.
- Participants should review the Departments time study instructions to ensure they answer correctly.

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## A Single Moment In Time

- When a participant responds to a sample they will be guided through a series of questions. They should answer the questions based upon what they were doing at the EXACT date and time of the sample they are responding to.
- If the participant is unsure of exactly what they were doing at the date and time of the sample, they should use the best available information to determine their answer (case notes, call logs, e-mail records, etc.).
- If the participant's activity involved multiple cases and clients (such as answering voicemails, reading emails, or filing) they should select the one case that they were working on at the very minute they were sampled.

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## Relevant Information Only

- A participant may be sampled when they are working with a case or client that is active for multiple programs and services.
- The participant should respond to the sample about only the actual program(s) they were supporting or service(s) they were providing at the moment they were sampled.
- When in question, please consult the RMTS Reference Materials or contact the RMTS Administrator.
- Please do not guess at how to respond.



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## Activity Selection Guidance for FIS AND ES WORKERS ONLY

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If a participant is sampled, while working in Bridges, they should select programs using the criteria below:

- If the action being performed in Bridges is specific to a single program and has little or no impact on the other programs the client is or may be eligible for, then only the single program being updated should be selected (For example: A change in shelter expenses would not affect Medicaid eligibility but would affect FAP).
- If the action benefits multiple programs the client is or may be eligible for, then all applicable programs should be selected. Do not default to selecting all programs within the case; select only the programs supported and/or affected by the action within Bridges. Staff should review the Program Request Page and the eligibility summary to determine which programs will be affected.

## DETAILS

To accurately respond to a sample the participant must focus on the details of what they were doing. The first question in every survey asks if the activity is case or client related. Below are examples of how the details of an activity can change the way this question should be answered.

### Non-Case or Client-Related Activities

- + Talking about a new office policy with your supervisor
- + Helping a coworker add a comment to their timesheet
- + Reading an email about insurance open enrollment
- + Traveling to a stress-management seminar
- + Filing notes about a staff meeting

### Case or Client-Related Activities

- + Talking about how a new program policy applies to a specific case with your supervisor.
- + Helping a coworker process a case
- + Reading an email from a client about a change
- + Traveling to a client's home
- + Filing materials from a specific case

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# Special Assignments and Job Changes

- RMTS participants are added to the roster for an entire quarter. Once they are added, they cannot be removed until the following quarter.
- Participants are added and removed based upon their SIGMA coding approximately 3 weeks before a quarter begins. This cannot be changed until the following quarter.
- If a participant is sampled, but their job has changed or they've been assigned to a special project, **THEY SHOULD STILL COMPLETE THEIR SAMPLE.**
- A participant with a job change / special assignment should answer that they are not working on a case and then select the activity that indicates they are working outside of their former job duties. In the text box, they should indicate what they are currently working on (what is their new position / what is their special assignment).



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## A Word of Caution

- RMTS participants frequently select general administrative activities in error.
- General administrative activities are work-related activities that are not related to a case or client. These are things that everyone at MDHHS does such as organize their desk, fill in their time sheet, and attend office functions.
- This choice should always be given a second thought. Sometimes things that seem like a general administrative activity are actually related to a case or client. For example, if a participant is sampled while listening to a voicemail, they need to consider what the voicemail they were listening to was about. Was it about a case? If it was about a case or a client, it is not a general administrative activity – it is a client-related activity and should be tied back to that client or case.

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# Absences

If a participant is sampled, while absent, they are required to respond to the sample promptly upon their return (unless the expiration date and time has passed). There are no exceptions to this rule.

*Note: Emergent situations, where a worker cannot respond before the expiration, and cannot set up an automatic reply, must be reported by management to [MDHHS-RMTS@michigan.gov](mailto:MDHHS-RMTS@michigan.gov). The situation will then be noted in the RMTS database. Automated reminders will continue until the sample expires. Please send only one email.*

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## Automatic Replies

- All RMTS participants are required to use an automatic reply to all internal and external emails when they will be out of the office.
- If it is verified that the participant was absent from the date and time of the sample through the date and time the sample expired an automatic reply will count as the participant's RMTS response.
- If a participant returns to the office before the sample expires – THEY MUST ANSWER THE SAMPLE.
- All RMTS participants are REQUIRED to use an automatic reply when they will be out of the office. If a participant is sampled, while absent, and fails to use an automatic reply, it will be reported to management as a missed sample.



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## Submitting Your Sample

- When a participant nears the end of their sample the EasyRMTS™ system will bring up a "Moment Response Summary". THIS IS NOT THE END. This screen will allow the participant to confirm that their answers are correct and make changes, if necessary.
- To complete their sample they must check a box certifying that their answers are correct.
- The participant must then click the "submit response" button to complete the survey.
- The sample is not complete until the system displays, "Thank you for completing your moment, it has been successfully submitted."

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## Missed Samples

- Samples should be completed at the participant's first opportunity -BEFORE THE EXPIRATION DATE AND TIME.
- If a participant cannot answer a sample immediately, they should note the case number, program they're supporting, and what they were doing at the time they were sampled so that they can provide accurate information when they respond to the sample.
- If a participant logs work hours, and fails to answer a sample, the missed sample will be reported to management.
- Escalating levels of management will be notified about missed samples until the issue is resolved.

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## RMTS Help

- MDHHS Participants may visit the [MDHHS's RMTS SharePoint](#) page.
- Private Agency Staff may visit [MDHHS Contractor Resources](#) page.
- Anyone may contact the RMTS Administrator by emailing [MDHHS-RMTS@Michigan.gov](mailto:MDHHS-RMTS@Michigan.gov)
- For assistance by phone please call:
  - + Adult Services Workers 866-803-8824
  - + Children's Services Workers 866-803-8826
  - + FIS and ES Workers 866-803-8823
  - + Private Agency Staff 866-803-8702



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### Technical Issues

If a participant experiences technical issues, it is their responsibility to reach out for help in a timely manner. If a participant misses a sample due to a technical issue, and failed to request assistance, the missed sample will be reported to management.

For technical issues, first make sure the participant is using the username and password in the notification email. Then they should promptly respond to their notification email from PCG. They should include a screenshot of the issue they are having. They should copy the RMTS Administrator and their supervisor in the e-mail. Following this process will ensure that proper parties can address the issue and that the sample will not count against the participant if the problem cannot be resolved.

RMTS Administrator - [MDHHS-RMTS@Michigan.gov](mailto:MDHHS-RMTS@Michigan.gov)

Adult Services Workers - [MIDHHSAdult@pcgus.com](mailto:MIDHHSAdult@pcgus.com)

Children's Services Workers - [MIDHHSChild@pcgus.com](mailto:MIDHHSChild@pcgus.com)

Family Independence Specialist and Eligibility Specialists - [MIDHHSFISES@pcgus.com](mailto:MIDHHSFISES@pcgus.com)

Child Placing Agency Workers - [MIDHHS CPA@pcgus.com](mailto:MIDHHS CPA@pcgus.com)

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## Training Credit

- To receive credit for this training you must pass the RMTS Exam FY 2022.
- To pass, you must achieve a score of 85% or higher within a maximum of three attempts.
- The exam is OPEN BOOK and OPEN NOTE. Please use the resources available to you when you are taking the exam to ensure you attain a passing score.
- If you have a question, please save your exam and e-mail your question to the RMTS Administrator at [MDHHS-RMTS@Michigan.gov](mailto:MDHHS-RMTS@Michigan.gov). You may return and complete your exam after your question has been answered.

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## Exam Reset

- If a participant fails the exam 3 times, they will need to ask their supervisor to request an exam reset.
- Prior to requesting a reset, local offices are responsible for reviewing training material with the RMTS participant and ensuring they will pass if given a 4<sup>th</sup> attempt.
- Supervisors and training coordinators should email exam reset requests to the RMTS Administrator at [MDHHS-RMTS@michigan.gov](mailto:MDHHS-RMTS@michigan.gov).
- Please allow two business days for processing.



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THE END

Please email [MDHHS-RMTS@michigan.gov](mailto:MDHHS-RMTS@michigan.gov) if you have any questions!

*NOTE: This course does not offer a certificate of completion. Please make sure both the training module (these slides) and your exam are marked "COMPLETE" in LMS. That will be your proof of completion. Management will verify your training status directly from your LMS records.*

